

**General Order No.133-B**  
**Pacific Bell**  
**Quarterly Report**

Customer Services-LOS ANGELES REGIONAL MARKET				Quarter FOURTH	Year 1995
Reporting Unit and City Location	Service Measurement	Month	Reporting Lvl Actual	Cause of Performance	Corrective Action Taken and Expected Completion Date
	INSTALLATION - LINE ENERGIZING % COMMITMENTS MET	OCT	95.0	NO EXCEPTIONS	
		NOV	95.0		
		DEC	95.0		

**General Order No.133-B**  
**Pacific Bell**  
**Quarterly Report**

**Customer Services-LOS ANGELES REGIONAL MARKET**

**Quarter**  
**FOURTH**

**Year**  
**1995**

Reporting Unit and City Location	Service Measurement	Month	Reporting Lvl Actual	Cause of Performance	Corrective Action Taken and Expected Completion Date
037 Pleasant 541	CUSTOMER TRBL REPORTS UNDER 1000 LINES	OCT	10.0 11.11	This COE has 9 lines and had one trouble report in Oct and one trouble report in Nov.	There were no trouble reports for this COE in December.
		NOV	10.0 11.11		
		DEC	10.0		
020 Clinton 352	CUSTOMER TRBL REPORTS UNDER 1000 LINES	OCT	10.0 20.00		
		NOV	10.0		
		DEC	10.0		

**General Order No.133-B**  
**Pacific Bell**  
**Quarterly Report**

**Customer Services-LOS ANGELES REGIONAL MARKET**

**Quarter  
FOURTH**

**Year  
1995**

Reporting Unit and City Location	Service Measurement	Month	Reporting Lvl Actual	Cause of Performance	Corrective Action Taken and Expected Completion Date
	CUSTOMER TRBL REPORTS OVER 1000 LINES	OCT	8.0	NO EXCEPTIONS	
		NOV	8.0		
		DEC	8.0		

**General Order No.133-B**  
**Pacific Bell**  
**Quarterly Report**

**Customer Services-LOS ANGELES REGIONAL MARKET**

**Quarter**  
**FOURTH**

**Year**  
**1995**

Reporting Unit and City Location	Service Measurement	Month	Reporting Lvl Actual	Cause of Performance	Corrective Action Taken and Expected Completion Date
	<b>CUSTOMER TRBL REPORTS OVER 3000 LINES</b>	OCT	6.0	<b>NO EXCEPTIONS</b>	
		NOV	6.0		
		DEC	6.0		

**General Order No.133-B**  
**Pacific Bell**  
**Quarterly Report**

Customer Services-LOS ANGELES REGIONAL MARKET				Quarter FOURTH	Year 1995
Reporting Unit and City Location	Service Measurement	Month	Reporting Lvl Actual	Cause of Performance	Corrective Action Taken and Expected Completion Date
	DIAL SERVICE	OCT	98.0	NO EXCEPTIONS	
		NOV	98.0		
		DEC	98.0		

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**General Order No.133-B**  
**Pacific Bell**  
**Quarterly Report**

**Customer Services - SOUTH REGIONAL MARKET**

**Quarter**  
**FOURTH**

**Year**  
**1995**

Reporting Unit and City Location	Service Measurement	Month	Reporting Lvl Actual	Cause of Performance	Corrective Action Taken and Expected Completion Date
	<b>HELD ORDER PRIMARY</b>	OCT	180+	<b>NO EXCEPTIONS</b>	
		NOV	180+		
		DEC	180+		

PACIFIC \* BELL

## TELEPHONE SERVICE REPORT - HELD ORDERS

GENERAL ORDER NO. 133-B

MONTHLY / QUARTERLY SUMMARY SHEET

GA 668-2

(Ref BSP 001-970-015PT)

South Area

OC or Exchange (whichever is the smaller unit)											Quarter 4TH		Year		1995	
Report Unit and City Location	OCTOBER					NOVEMBER					DECEMBER					* TOTAL Lines In Reporting Unit
	Primaries					Primaries					Primaries					
	31-60	61-90	91-180	181+	Total	31-60	61-90	91-180	181+	Total	31-60	61-90	91-180	181+	Total	
ALPINE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10046
LEMON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	89819
CYPRESS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	73950
LA PALMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	22781
ANAHEIM	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5603
ARLINGTON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	58554
BAKER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	653
BALBOA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	19880
BUENA PARK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	46384
BREA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	28460
BORREGO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2733
BRAWLEY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10330
CAMPO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1908
THIRD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	55490
CHULA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	20105
CALPATRIA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1656
CALEXICO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9703
CAMP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1713
CORONA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	74857
COLTON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	28457
CORONA DEL MAR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	50348
HARDING	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	21445
LA COSTA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	27241
CORONADO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13953
SubTotal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	676069

\* Req. for Dec. report only.  
Page 1 of 5



# TELEPHONE SERVICE REPORT - HELD ORDERS

PACIFIC \* BELL

GENERAL ORDER NO. 133-B

MONTHLY / QUARTERLY SUMMARY SHEET

GA 668-2

(Ref BSP 001-970-015PT)

South Area

C or Exchange (whichever is the smaller unit)															Quarter 4TH	Year 1995
Report Unit and City Location	OCTOBER					NOVEMBER					DECEMBER					* TOTAL
	Primaries					Primaries					Primaries					Lines In
	31-60	61-90	91-180	181+	Total	31-60	61-90	91-180	181+	Total	31-60	61-90	91-180	181+	Total	Reporting Unit
OSTA MESA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	58602
YOTE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	327
EL MAR	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	42365
ULZURA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1172
CAJON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	62197
CENTRO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	24254
TORO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	131630
MCINITAS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	46035
CONDIDO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	79997
LLBROOK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	20460
ONTANA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	56215
URNACE CREEK	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	419
LLERTON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	76609
CLID	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	62016
GHLAND	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	21221
DLTVILLE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3289
PERIAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	32208
VINE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	65887
VINE/AIRPORT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	92729
MUL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2738
CUMBA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1074
LIAN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2876
JOLLA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	26304
MESA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	91141
SubTotal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1001765

\* Req. for Dec. report only.

Page 2\_ of 5\_

PACIFIC \* BELL

## TELEPHONE SERVICE REPORT - HELD ORDERS

GENERAL ORDER NO. 133-B

MONTHLY / QUARTERLY SUMMARY SHEET

QA 668-2

(Ref.BSP 001-970-Q15PT)

South Area

OC or Exchange (whichever is the smaller unit)															Quarter 4TH	Year	1995
Report Unit and City Location	OCTOBER					NOVEMBER					DECEMBER					* TOTAL	
	Primaries					Primaries					Primaries					Lines In	
	31-60	61-90	91-180	181+	Total	31-60	61-90	91-180	181+	Total	31-60	61-90	91-180	181+	Total	Reporting Unit	
LAGUNA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	45924	
LAKESIDE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	24510	
MISSION	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	21383	
MOUNTAIN PASS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	111	
NILAND	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	635	
BOMBAY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	994	
NATIONAL CITY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15708	
OCEANSIDE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	53993	
CHAPMAN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	59646	
OLIVE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	43567	
ORANGE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	44690	
OTAY MESA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4494	
PAUMA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2385	
GARNET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	56269	
HORNBLEND	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7229	
PEDLEY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	23017	
PLACENTIA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	46762	
PINE VALLEY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1447	
POWAY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	22640	
RAMONA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	14708	
RANCHO BERNARDO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	47084	
RIALTO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	36531	
RANCHO PENASQUITOS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15868	
RANCHO SAN DIEGO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	12267	
SubTotal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	601862	

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Page 3 of 5

1/22/96

PACIFIC \* BELL

## TELEPHONE SERVICE REPORT - HELD ORDERS

GENERAL ORDER NO. 133-B

MONTHLY / QUARTERLY SUMMARY SHEET

GA 668-2

(Ref BSP 001-970-015PT)

South Area

OC or Exchange (whichever is the smaller unit)												Quarter 4TH		Year	1995	
Report Unit and City Location	OCTOBER					NOVEMBER					DECEMBER					* TOTAL
	Primaries					Primaries					Primaries					Lines In
	31-60	61-90	91-180	181+	Total	31-60	61-90	91-180	181+	Total	31-60	61-90	91-180	181+	Total	Reporting Unit
RANCHO SANTE FE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	10079
RANCHO SAN MARGARITA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	25439
RIVERSIDE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	77369
WOODCREST	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13871
SANTEE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	35831
SHOSHONE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	264
SAN JUAN CAPISTRANO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	53673
SILVERADO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1111
BUSH	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	92845
BRISTOL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	113366
SANTA ANA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	23977
SAN CLEMENTE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	30352
"C" STREET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	80637
UNIVERSITY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	82724
LINDA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	95433
SAIPAN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	35306
37TH	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	61155
COLLEGE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	41386
MARKET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	34417
TENNYSON	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	42222
REGENTS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	83542
MIRA MESA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	61983
SAN MARCOS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	46802
SAN YSIDRO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15348
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1159132

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Page 4 of 5

1/22/96

PACIFIC \* BELL

TELEPHONE SERVICE REPORT - HELD ORDERS

GENERAL ORDER NO. 133-B

MONTHLY / QUARTERLY SUMMARY SHEET

GA 668-2

(Ref BSP 001-970-015PT)

South Area

OC or Exchange (whichever is the smaller unit)											Quarter 0		Year 0			
Report Unit and City Location	0					0					Quarter					* TOTAL Lines In Reporting Unit
	Primaries					Primaries					Primaries					
	31-60	61-90	91-180	181+	Total	31-60	61-90	91-180	181+	Total	31-60	61-90	91-180	181+	Total	
TUSTIN	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	62818
VISTA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	60281
VALLEY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9962
WARNER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1087
YORBA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	29531
GYPSUM	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5681
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\* Req. for Dec. report only.  
Page \_5\_ of \_5\_

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**General Order No.133-B**  
**Pacific Bell**  
**Quarterly Report**

**Customer Services - SOUTH REGIONAL MARKET**

**Quarter**  
**FOURTH**

**Year**  
**1995**

Reporting Unit and City Location	Service Measurement	Month	Reporting Lvl Actual	Cause of Performance	Corrective Action Taken and Expected Completion Date
	INSTALLATION - LINE ENERGIZING % COMMITMENTS MET	OCT	95.0	NO EXCEPTIONS	
		NOV	95.0		
		DEC	95.0		

**General Order No.133-B**  
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**Customer Services - SOUTH REGIONAL MARKET**

**Quarter**  
**FOURTH**

**Year**  
**1995**

Reporting Unit and City Location	Service Measurement	Month	Reporting Lvl Actual	Cause of Performance	Corrective Action Taken and Expected Completion Date
	<b>CUSTOMER TRBL REPORTS UNDER 1000 LINES</b>	OCT	10.0	<b>NO EXCEPTIONS</b>	
		NOV	10.0		
		DEC	10.0		

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**Quarter**  
**FOURTH**

**Year**  
**1995**

Reporting Unit and City Location	Service Measurement	Month	Reporting Lvl Actual	Cause of Performance	Corrective Action Taken and Expected Completion Date
042 La Mesa 468	CUSTOMER TRBL REPORTS OVER 1000 LINES	OCT	8.0		
		NOV	8.0		
		DEC	8.0 9.61		

**General Order No.133-B**  
**Pacific Bell**  
**Quarterly Report**

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**Quarter  
FOURTH**

**Year  
1995**

Reporting Unit and City Location	Service Measurement	Month	Reporting Lvl Actual	Cause of Performance	Corrective Action Taken and Expected Completion Date
	CUSTOMER TRBL REPORTS OVER 3000 LINES	OCT	6.0	NO EXCEPTIONS	
		NOV	6.0		
		DEC	6.0		



**General Order No.133-B**  
**Pacific Bell**  
**Quarterly Report**

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**Quarter  
FOURTH**

**Year  
1995**

Reporting Unit and City Location	Service Measurement	Month	Reporting Lvl Actual	Cause of Performance	Corrective Action Taken and Expected Completion Date
	DIAL SERVICE	OCT	98.0	NO EXCEPTIONS	
		NOV	98.0		
		DEC	98.0		

**General Order No.133-B**  
**Pacific Bell**  
**Quarterly Report**

**Customer Services - SOUTH REGIONAL MARKET**

**Quarter**  
**FOURTH**

**Year**  
**1995**

Reporting Unit and City Location	Service Measurement	Month	Reporting Lvl Actual	Cause of Performance	Corrective Action Taken and Expected Completion Date
	<b>DIAL TONE SPEED</b>	OCT	97.4	<b>NO EXCEPTIONS</b>	
		NOV	97.4		
		DEC	97.4		

Page 1 of 1

**General Order No.133-B**  
**Pacific Bell**  
**Quarterly Report**

**Customer Services - SOUTH**

**Quarter  
FOURTH**

**Year  
1995**

Reporting Unit and City Location	Service Measurement	Month	Reporting Lvl Actual	Cause of Performance	Corrective Action Taken and Expected Completion Date
SOUTH CSB	TROUBLE REPORT CALLS - % ANSWERED IN 20 SECONDS	OCT	80.0		
		NOV	80.0		
		DEC	80.0		
			41.4		

Date of Birth

**General Order No.133-B**  
**Pacific Bell**  
**Quarterly Report**

**Customer Services - PACIFIC BELL**

**Quarter  
FOURTH**

**Year  
1995**

Reporting Unit and City Location	Service Measurement	Month	Reporting Lvl Actual	Cause of Performance	Corrective Action Taken and Expected Completion Date
BAY	BUSINESS OFFICE ACCESSIBILITY % ANSWERED IN 20 SECONDS	OCT	80.0		
		NOV	80.0		
		DEC	80.0 54.3		
NORTH	BUSINESS OFFICE ACCESSIBILITY % ANSWERED IN 20 SECONDS	OCT	80.0		
		NOV	80.0		
		DEC	80.0 63.3		
LOS ANGELES	BUSINESS OFFICE ACCESSIBILITY % ANSWERED IN 20 SECONDS	OCT	80.0		
		NOV	80.0		
		DEC	80.0 75.1		
SOUTH	BUSINESS OFFICE ACCESSIBILITY % ANSWERED IN 20 SECONDS	OCT	80.0 72.8	SEE ATTACHED	SEE ATTACHED
		NOV	80.0		
		DEC	80.0 69.6		
EMG	BUSINESS OFFICE ACCESSIBILITY % ANSWERED IN 20 SECONDS	OCT	80.0 75.4	SEE ATTACHED	SEE ATTACHED
		NOV	80.0		
		DEC	80.0 68.0		

**GENERAL ORDER 133-B  
SOUTH BUSINESS OFFICE ACCESSIBILITY  
1995 4TH QUARTER**

**The South switch did not achieve the G.O. 133-B service level requirement for the consecutive months of September and October 1995. The major factors that contributed to these two misses include:**

- Headcount loss of 37 loaned and 11 temporary part time employees in the South RSC.
- Tuesday after the Holiday volumes in September combined with the UCSD registration week also impacted call volumes.
- The Small Business order units experienced the upward pressures of mandatory training for Exchange Plus, Macros and cross training for Business Office Direction. October training hours totaled 1900.
- Poor accessibility in the Collection Centers caused many customers to call back and opt for the RSC, causing additional upward pressures.

**As a result of these two consecutive misses we have implemented the following corrective actions:**

- The Residence Business offices have offered "open" overtime Monday through Friday during business hours in an effort to meet increased demand. We also offered "open" overtime in lieu of O-days. Additionally, we deferred customer call backs to be cleared out-of-hours on overtime.
- The Residence Business offices also pushed continuation training subjects into overtime Monday through Saturday.
- Small Business order units reduced cross training by 10% in order to provide additional open lines. Mandatory overtime was required to increase open lines as well as conduct continuation training.

**These corrective actions enabled us to achieve the G.O. 133-B target in November.**

**GENERAL ORDER 133-B  
ETHNIC MARKETS GROUP  
BUSINESS OFFICE ACCESSIBILITY  
1995 4TH QUARTER**

The EMG switch did not achieve the G.O. 133-B service level requirement for the consecutive months of September and October 1995. The major factors that caused these two misses were:

- Call volumes increased by 15.5% year over year in September. Service Rep force increased by only 5 headcount.
- Call volumes increased by 20.7% year over year in October. Service Rep force increased by only 4 headcount.
- High training requirements impacted the service level both months.

The following corrective actions were employed both months as well as ongoing:

- EMG employed "Peak" day strategies throughout the month. Overtime was also employed to cover required lines. Peak day strategies include the following:
  - "ALL HANDS ON DECK" strategy was employed on Mondays and other peak days. This strategy meant we did not have closed keys beyond Category 1.
  - The vacation calendar continued to have a reduced number of slots for PDOs or vacation time on peak days.
  - All Service Representatives opened on second half of their morning break keys on Mondays. The second half of the afternoon break was eliminated.
  - All Force Managers reviewed in advance their open line requirements to identify where shortages existed, and developed plans to achieve their daily requirements.
  - Increased use of part-time Service Representatives.

These corrective actions enabled us to achieve the G.O. 133-B target in November.



**General Order No.133-B**  
**Pacific Bell**  
**Quarterly Report**

**Operator Services - PACIFIC BELL**

**Quarter  
FOURTH**

**Year  
1995**

Reporting Unit and City Location	Service Measurement	Month	Reporting Lvl Actual	Cause of Performance	Corrective Action Taken and Expected Completion Date
	OPERATOR ASSISTANCE - % ANSWERED IN 10 SECONDS	OCT	85.0	NO EXCEPTIONS	
		NOV	85.0		
		DEC	85.0		